

Online Social Learning

Work Coaches' Identity Transformation



Who?



Department
for Work &
Pensions

Why?

Support work coaches to better manage challenges and changes in DWP.
Increase the knowledge on coaching processes and techniques.

How?

6 Weeks of online course
21 Hours of content

Resources?



- Multimedia mix of audio, videos, images and reading material
- Discussion forum for learners
- Reflection Exercises
- Self-Assessment Questionnaires
- E-learning modules

Participants?

68 Work
Coaches



Facilitators?

3 Moderators
1 Technical Support

Topics?



- 1 - Cultural Changes in DWP
- 2 - Work in digital age
- 3 - Coaching & resilience
- 4 - Labour market information
- 5 - Course reflection

Outcomes

> 900 Comments
exchanged
between learners in 6 weeks



Experience

Sharing and active dialogue...



...participants had a positive experience compared to traditional e-learning courses.

Key for Success



*"I told them to take time for learning; freeing them up from the normal work coach role."
(Line Manager)*

I was able to reflect the learning with my peers.

I am confident about sharing the knowledge I have gained from the MOOC with my peers.

90%



98%

n=41

Immediate Impact

Before vs After

Questionnaire before the start of the course and 3 weeks after the end of the course. (1=strongly disagree; 5=strongly agree; n=33)



Information exchange with colleagues helps in solving work-related challenges.



Discussing with colleagues supports me in reaching my professional goals.



Discussing with colleagues about past experiences helps me realize what I have learn from it.



Interacting with colleagues creates a better understanding about the role I play in my organization.



By taking the Online Social Learning Course...

Technical Skills

93%
n=58

I have gained knowledge of how to use digital methods to embrace claimant's chances of finding work.

83%
n=58

I have increased my confidence in using digital methods.

Coaching Skills

97%
n=41

I have gained knowledge of how to meet individual claimants needs.

98%
n=41

I have gained knowledge of how to enable the claimant to assess and improve the quality of their work search.

93%
n=58

I have gained knowledge of how to use coaching methods to gain the claimant's commitment to looking for work effectively.

91%
n=58

I have increased my confidence in using coaching methods to gain the claimant's commitment to looking for work effectively.

Sustainable Impact - 6 months after

Identity Transformation

72%
n=33

Applied the learning from the social learning course to their work

69%
n=33

Actively shared the knowledge gained in the course with their peers

66%
n=33

Feel more confident in their role due to the participation in the course



"I am generally more aware of the places that customers can use to help them move into work including Digital Support, employer Information, etc. Now I use them to effectively advise my customers when they are looking for work."
(Learner)



"I noticed significant changes in a few people because they were much more focused in what they were actually doing and certainly the learning with the MOOC was really helpful for them and for their personal development and that paid off in their job performance. So yes, I noticed a significant improvement."
(Line Manager)